

# INSTRUCTIONS FOR COMPLETING BALDRIGE EXAMINER TRAINING PREWORK

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The purpose of this prework assignment is to prepare you for a successful classroom experience. The goal is to “sharpen the saw” by the same method.

The following process will guide examiners in creating the partial IR Scorebook as well as analyzing the meaning of selected portions of a *Criteria for Performance Excellence* booklet.

**PART ONE: You should be in the online Examiner Resource Center, at the prework materials part of the Web page. Please locate and become familiar with these resources:**

1. The *2011–2012 Health Care Criteria for Performance Excellence* booklet
  2. The 2012 Tillingate Living case study
  3. “Code of Ethical Conduct” Word document
  4. Sample Process Item 5.1 Independent Review (IR) Worksheet and Sample Results Item 7.3 IR Worksheet (In Part Three below, please follow these examples for format, brevity, and clarity.)
  5. Comment Guidelines
  6. Sample Key Factors Worksheet
  7. Independent Review Step-by-Step Instructions
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**PART TWO: Access the Baldrige Online Scorebook Solution (BOSS).**

1. On April 3, you will receive two e-mails from BOSSAdm@nist.gov:
    - a. one with your user ID, a link to BOSS, and instructions on how to access BOSS
    - b. one with a temporary password
  2. Sign on to BOSS and become familiar with the navigation and functionality.
  3. A “Welcome to BOSS” letter and a “Help Topics” Word document can be found in the online prework materials.
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**PART THREE: Evaluate Tillingate Living case study items 1.1, 1.2, 4.1, 4.2, 5.2, and 7.4 (using BOSS).**

***Please now refer to the Independent Review Step-by-Step Instructions to complete this part, and then return to Part Four below.***

**Print your completed IR Worksheets and bring them to class for review.**

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#### **PART FOUR: Summarize the essential meaning of Criteria items 2.1, 2.2, 3.1, 3.2, 6.1, 6.2, 7.1, 7.2, and 7.5 (using a Word document).**

*“Everything should be made as simple as possible, but not simpler.”—Albert Einstein*

- a. Write a 50-word (or shorter) description of each of the items listed above, capturing the main point in your own words. A sample description might read, “Item 1.1 asks how leaders guide and focus the organization on what is important.”
  - b. From the Tillingate Living case study, identify and capture in writing one response for each of the items listed above. Limit your response to 50 words or less.
  - c. ***Print out your brief descriptions and responses and bring them to class.***
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#### **PART FIVE: Review, print, and sign the Code of Ethical Conduct.**

From the Examiner Resource Center, download, print, and sign the Code of Ethical Conduct; then bring it to class.

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#### **PART SIX: Bring these documents to class.**

1. Your prework materials (case study, Health Care Criteria, and related tools)
2. Your completed IR Worksheets for items 1.1, 1.2, 4.1, 4.2, 5.2, and 7.4
3. Your brief descriptions and identified responses for items 2.1, 2.2, 3.1, 3.2, 6.1, 6.2, 7.1, 7.2, and 7.5
4. Your signed Code of Ethical Conduct
5. **Senior and alumni examiners:** Your personal and work calendars for use in senior training

<p><b>Contact the Baldrige Examiner Help Center (1-877-237-9064, option 2, or <a href="mailto:examtrng@nist.gov">examtrng@nist.gov</a>) if you have any problems or questions.</b></p>
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